

Dental Wellness Plan (DWP): Evaluation Results to Date

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UI Public Policy Center

- Conduct Externally Funded Interdisciplinary Research to Inform Policymakers
 - Not advocacy
- State/Community Engagement
 - Forkenbrock Series of symposia, speakers
 - Share reports/policy briefs
- Educate/fund Students on Research
 - Research assistants
- Facilitate Interdisciplinary Research
 - Iowa Social Science Research Center

Health Policy Research at PPC

Research on the changing health care environment

- 25 years studying the Iowa Medicaid program

Other topics include:

- Affordable Care Act
- Health insurance coverage
 - Medicaid expansion and Private insurance exchanges
- Accountable Care Organizations
- Safety Net
- Medical homes and health homes
- Workforce-medical and oral health
- Oral health's role in the new delivery system

Iowa-Specific Current/Recent Health Projects

- Iowa Medicaid Managed Care Evaluation
- Iowa Medicaid Health Home Evaluation
- Iowa Integrated Health Home Evaluation
- Iowa Health and Wellness Plan Evaluation
- Dental Wellness Plan Evaluation
- IHAWP Healthy Behavior Incentives Evaluation
- Patient-Centered Dental Home Development
- Family Planning Expansion Evaluation
- Impact of the ACA on the Safety Net
- Intellectual and Developmental Disabilities-outcomes of care
- Oral Health Workforce

Research about Need for Dental Care in IowaCare Led to DWP

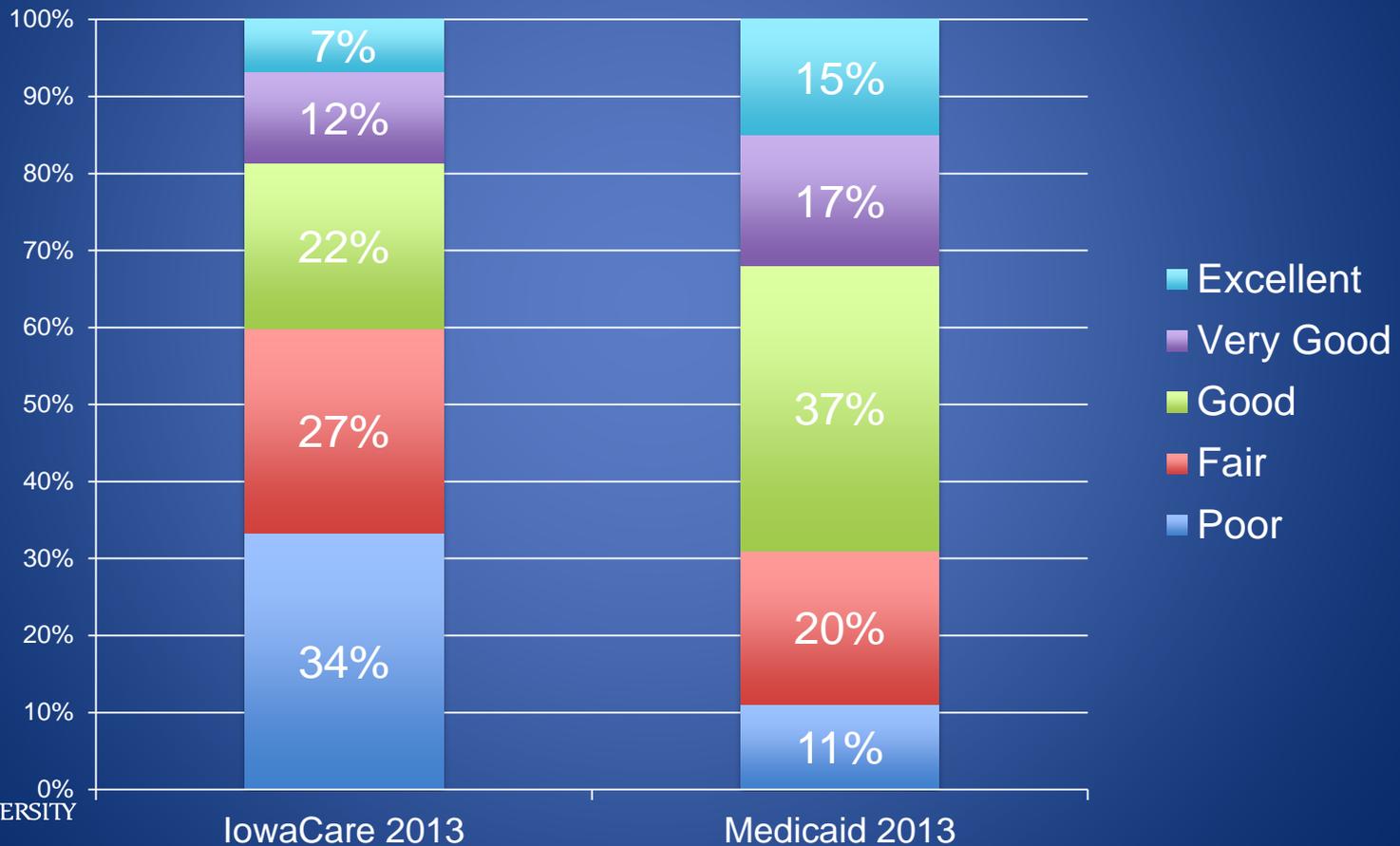
- UI PPC study of IowaCare program (2013)
 - Significant pent-up need for dental care
 - Many of these would be entering IHAWP

IowaCare Chronic Health Conditions*

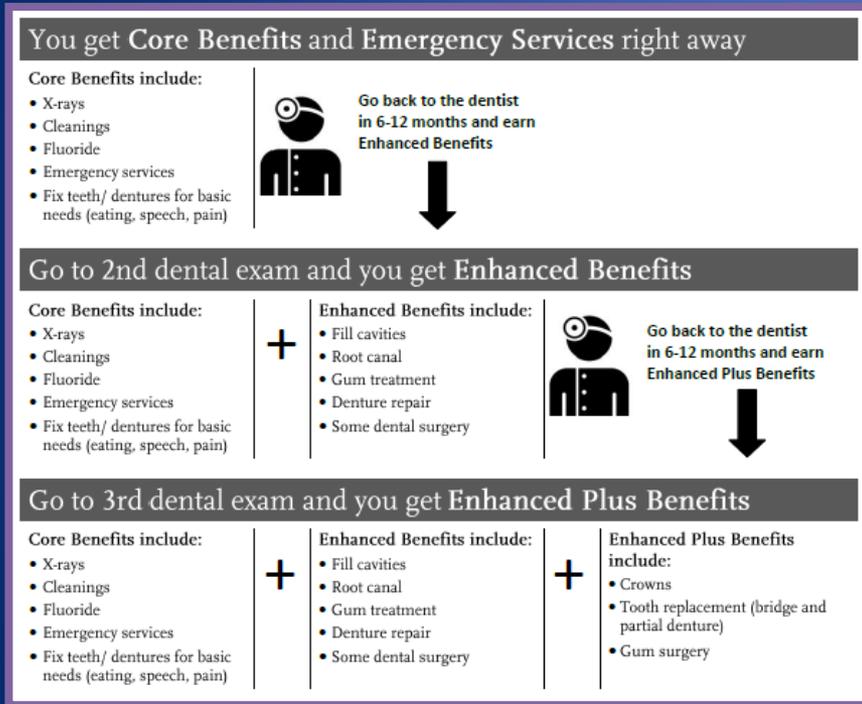
| Health conditions lasting >3 months | % reporting |
|---|----------------|
| Dental, Tooth or Mouth Problems | 39% |
| Back or Neck Problems | 37% |
| Arthritis, Bone or Joint Problems | 36% |
| Hypertension | 34% |
| Overweight/Obesity | 31% |
| Allergies or Sinus Problems | 29% |
| Indigestion, Heartburn or Ulcers | 27% |
| Migraine Headaches | 16% |
| Bladder or Bowel Problems | 15% |
| Diabetes | 15% |
| Bronchitis, Emphysema, Lung Problems | 14% |
| Heart Problems | 11% |
| Asthma | 11% |

*Self-report, 2013
survey:
<http://ppc.uiowa.edu>

Oral health status



Dental Wellness Plan: Dental portion of IHAWP



- Attempted to address patient and provider concerns with Medicaid:
 - Increased reimbursement
 - Potentially wider provider network
 - Reduced administrative burden
- Earned benefits model
 - All members start with coverage for dental prevention and “stabilization”
 - Additional benefits earned if get regular check-ups
- Incentivizes dentists to use risk-assessment tool

DWP Evaluation Components

Surveys

- Member perceptions
- Dentist perceptions

Network adequacy

- Dentist availability

Outcomes

- Claims analysis
- Cost outcomes

For Today's Presentation

Surveys

- Member perceptions
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Network adequacy

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Outcomes

- Claims analysis
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Member Survey

Methods

- Conducted: Spring 2015
- Comparison group: Newly enrolled Medicaid members (income eligible only)
- Random sample
 - 4800 DWP
 - 1350 Medicaid
- Adjusted response rates:
 - 30% (n=1260) DWP
 - 16% (n=191) Medicaid

Consumer Survey Key Findings

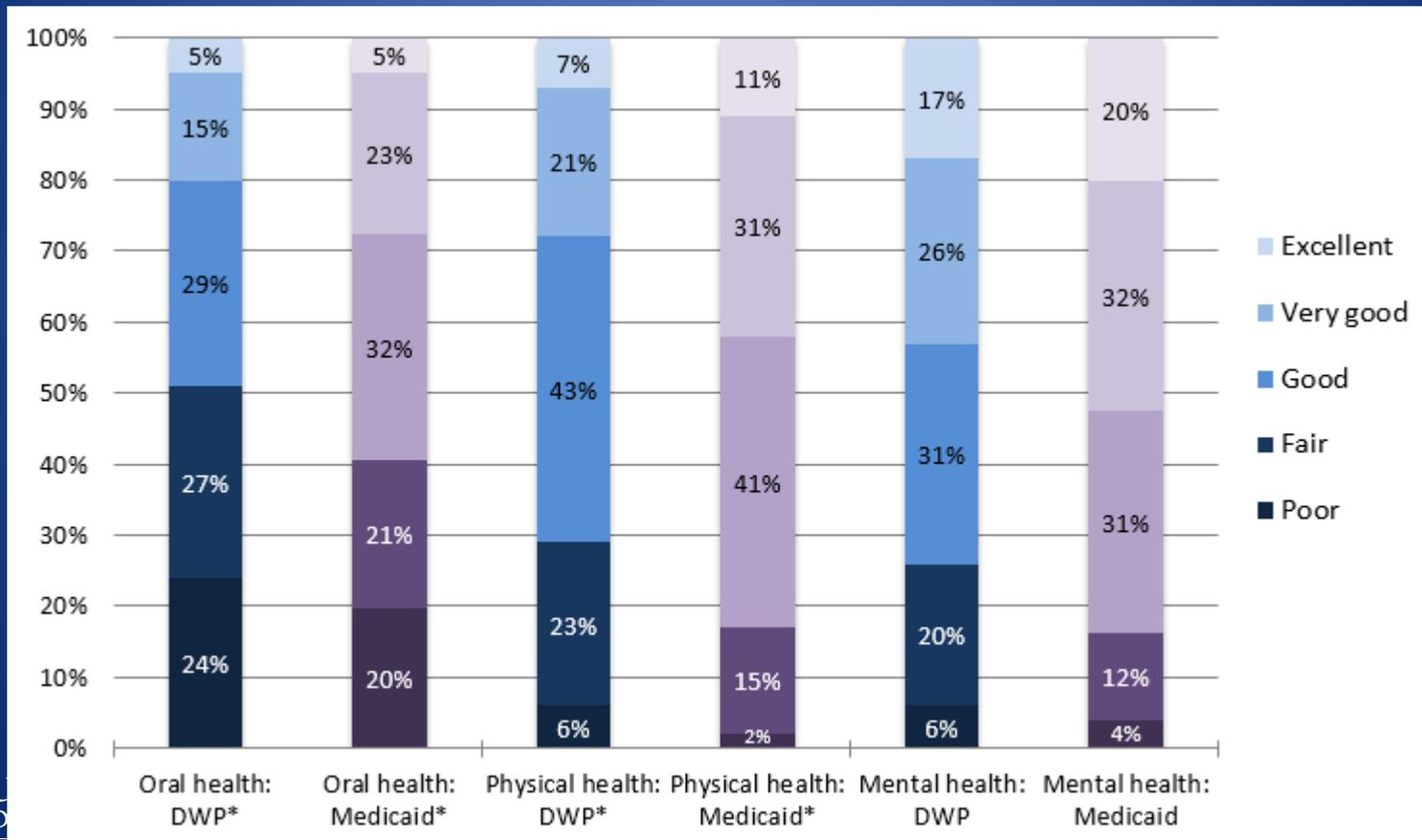
Oral and General Health Status

- 24% DWP members reported poor oral health
 - Medicaid comparison: 20%
- 31% DWP members reported having had at least 6 teeth extracted
 - Medicaid comparison: 17%
- DWP and Medicaid respondents rated their oral health as worse than their general health

Consumer Survey Key Findings

Oral and General Health Status

Oral and physical health status, DWP and Medicaid members



*Statistically significant difference

Consumer Survey Key Findings

Utilization of Dental Care

- 57% of DWP members reported utilizing dental care since joining DWP
 - Medicaid comparison: 60%
- 4% of DWP members reported getting dental care in an emergency department since joining DWP
 - Medicaid comparison: 4%

Consumer Survey Key Findings

Access to Care

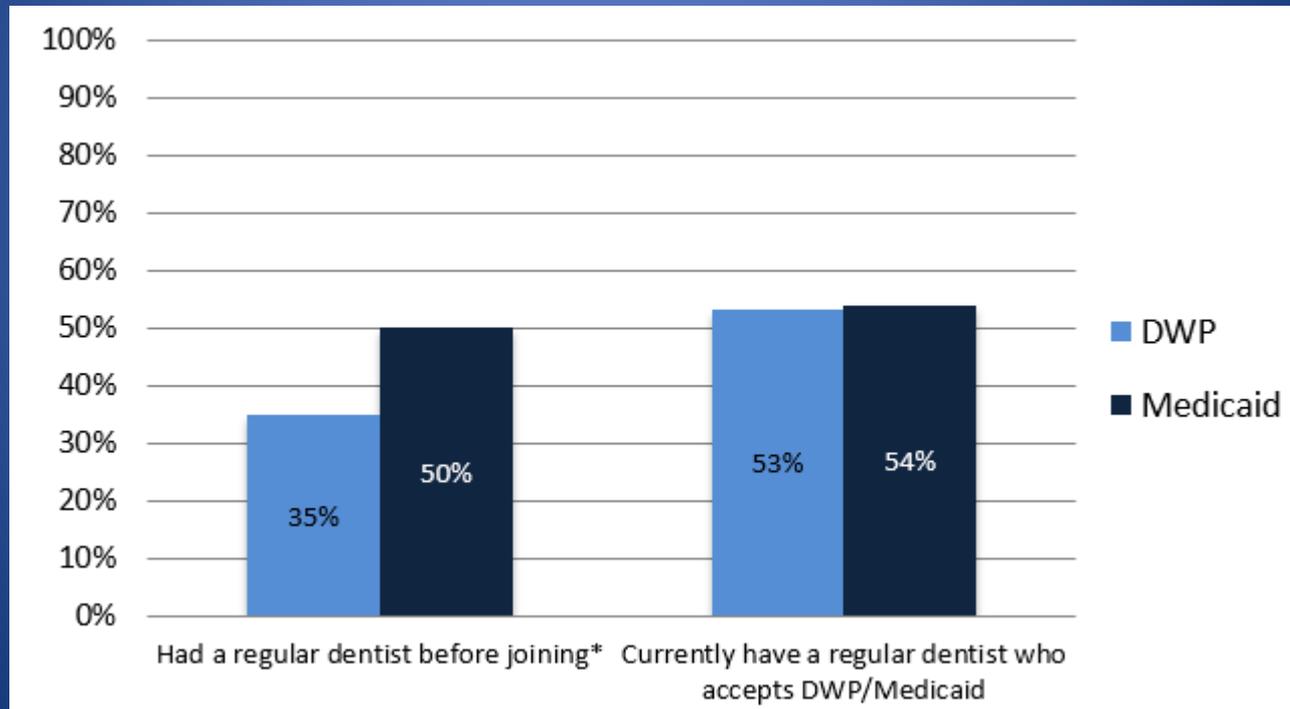
- *Unmet need* for dental care*
 - Year prior to joining DWP: 71%
 - Medicaid comparison: 56%
 - Since joining DWP: 38%
 - Medicaid comparison: 35%

*Among those who reported a need for care during that period

Consumer Survey Key Findings

Access to Care

DWP and Medicaid members with a regular dentist before and after joining plan



*Statistically significant difference

Consumer Survey Key Findings

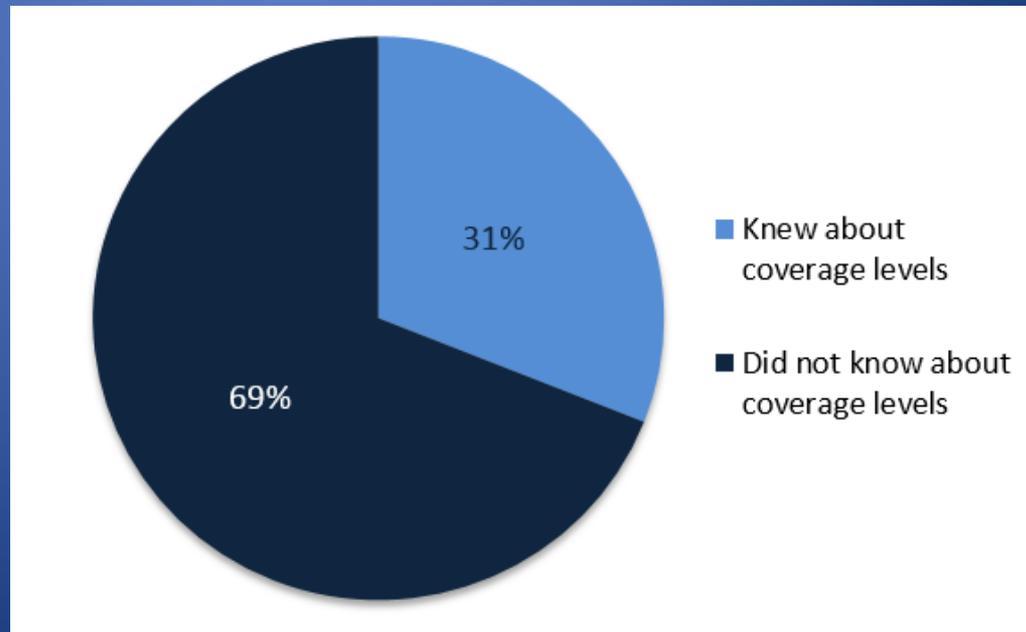
Member Experiences with Plan

- 32% DWP members were unsuccessful in finding a DWP provider
 - Medicaid comparison: 27%

Consumer Survey Key Findings

Member Experiences with Plan

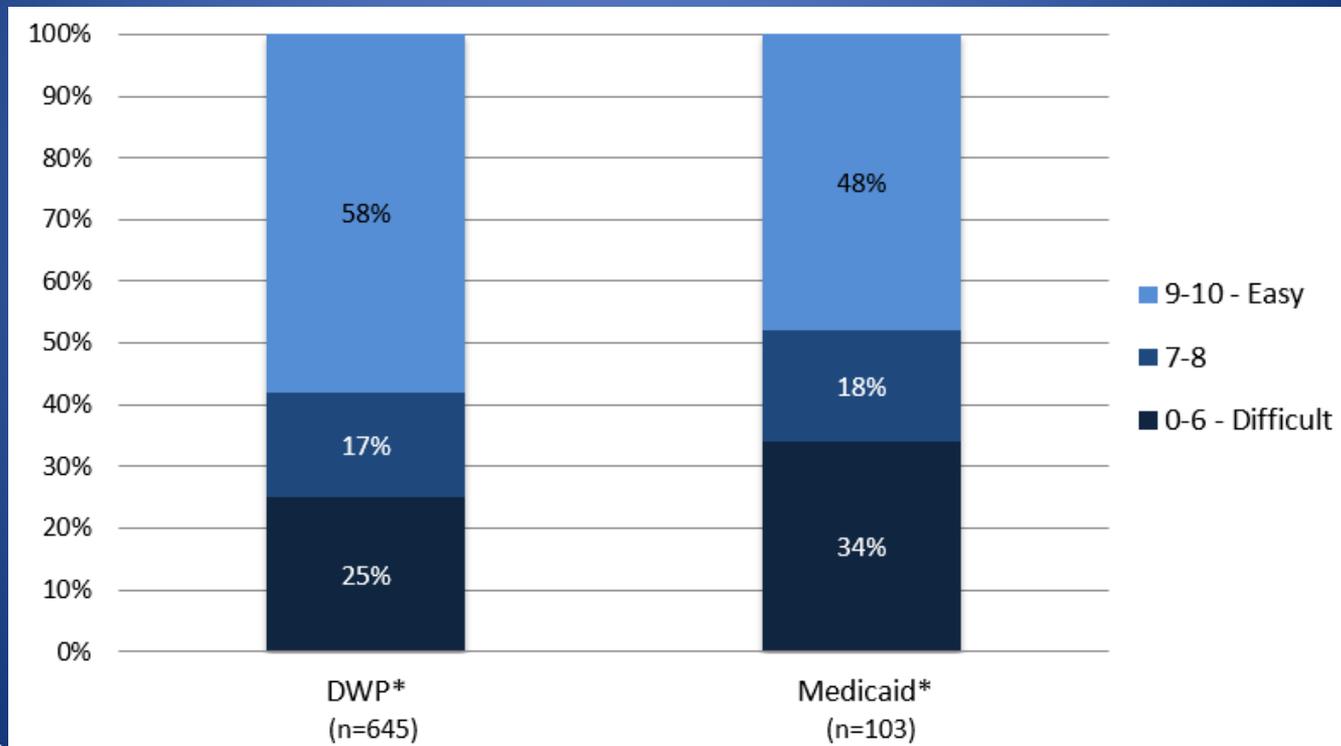
- 16% DWP members did not know they were in DWP
 - Medicaid comparison: 4%
- 69% DWP members did not know about tiered benefits



Consumer Survey Key Findings

Member Experiences with Plan

Ease of finding a dentist who accepts DWP/Medicaid
Rated on a scale of 0-10 (0=difficult, 10=easy)



Consumer Survey Key Findings

Member Experiences with Plan

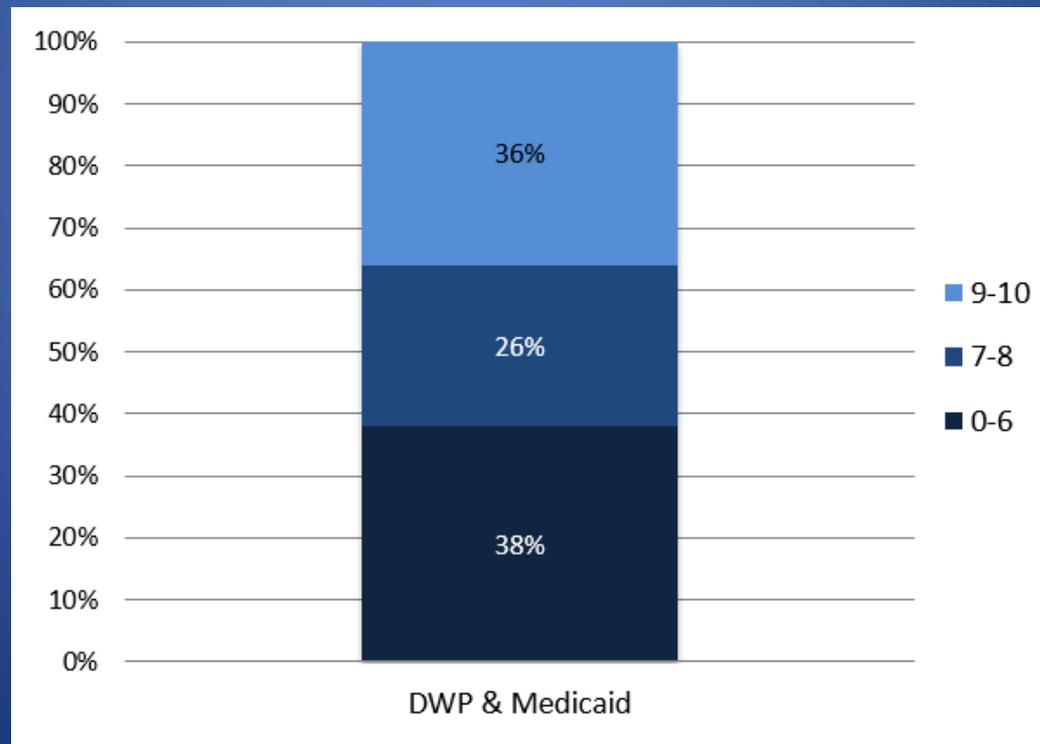
- 65% DWP members reported that DWP covered needed care, 22% did not know*
 - Medicaid comparison: 66%, 17% did not know
- 91% DWP members would definitely or probably recommend the plan to others
 - Medicaid comparison: 84%

*Excludes respondents who reported not needing care since joining

Consumer Survey Key Findings

Member Experiences with Plan

Rating dental plan: No difference between DWP and Medicaid members
Rated on a scale of 0-10 (0=worst, 10=best)



Dentist Perceptions

Methods

- Survey conducted: May 2015
- Sample: all private practice dentists (general dentists and specialists) in Iowa
- Response rate: 43% (n=558)
- Subgroups:
 - Participants: currently accepting new DWP patients
 - Non-participants: NOT currently accepting new DWP patients
- Key findings: general dentists only

Dentist Survey Key Findings

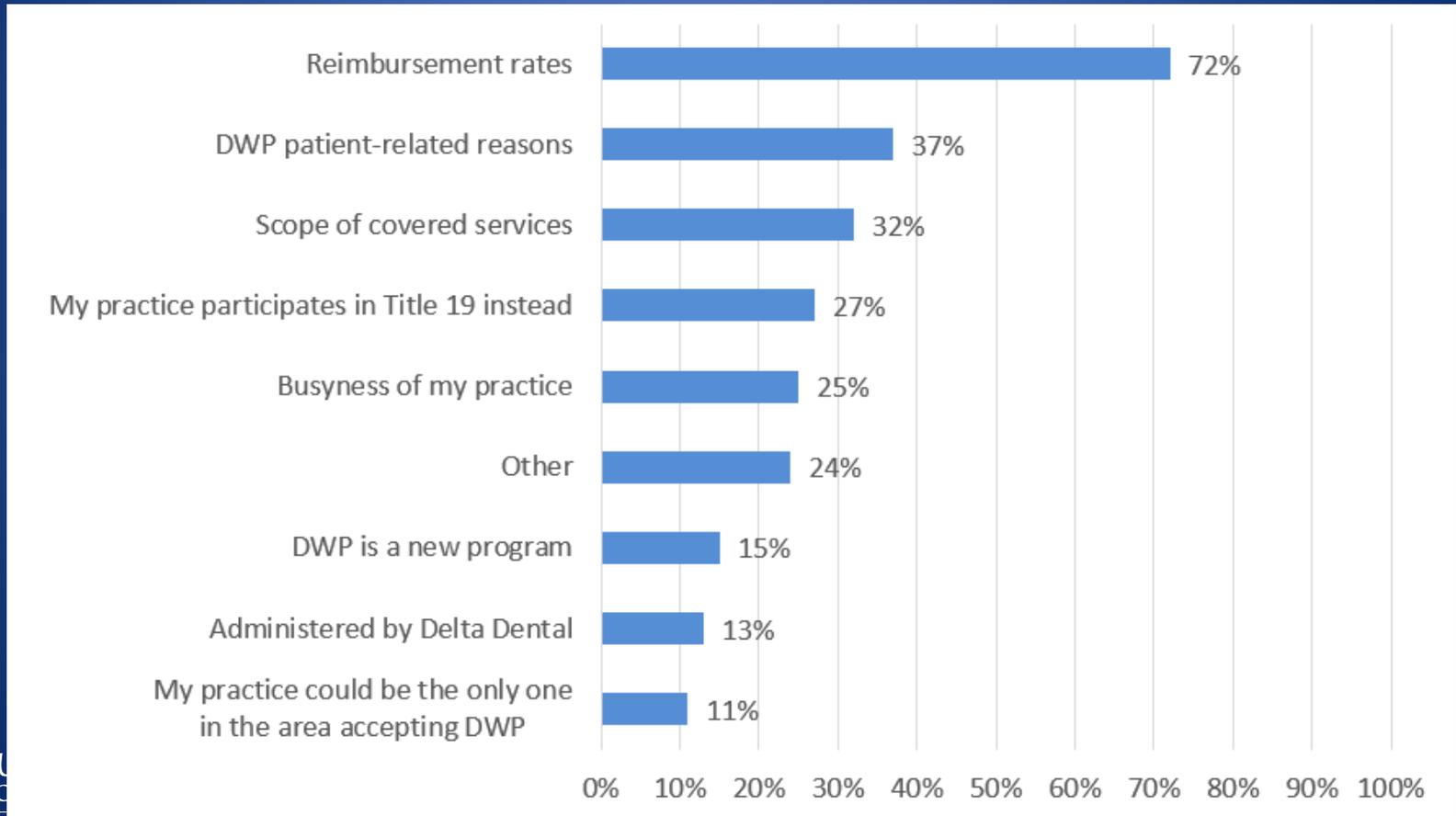
Plan Participation

- Participation breakdown:
 - 52% contracted with DWP:
 - 42% currently accepting new DWP patients (termed DWP participants)
 - 8% previously accepted new DWP but stopped
 - 2% never accepted DWP patients
 - 49% not contracted with DWP
- Degree of DWP patient acceptance among DWP participants:
 - 65% accept *all* new patients
 - 35% accept *some* new patients (e.g., current patients who transition to DWP, or a set number of DWP patients)
- Among DWP participants, 32% are at least moderately considering stopping DWP acceptance

Dentist Survey Key Findings

Plan Participation

Reasons non-participants chose not to participate in DWP (n=230)*

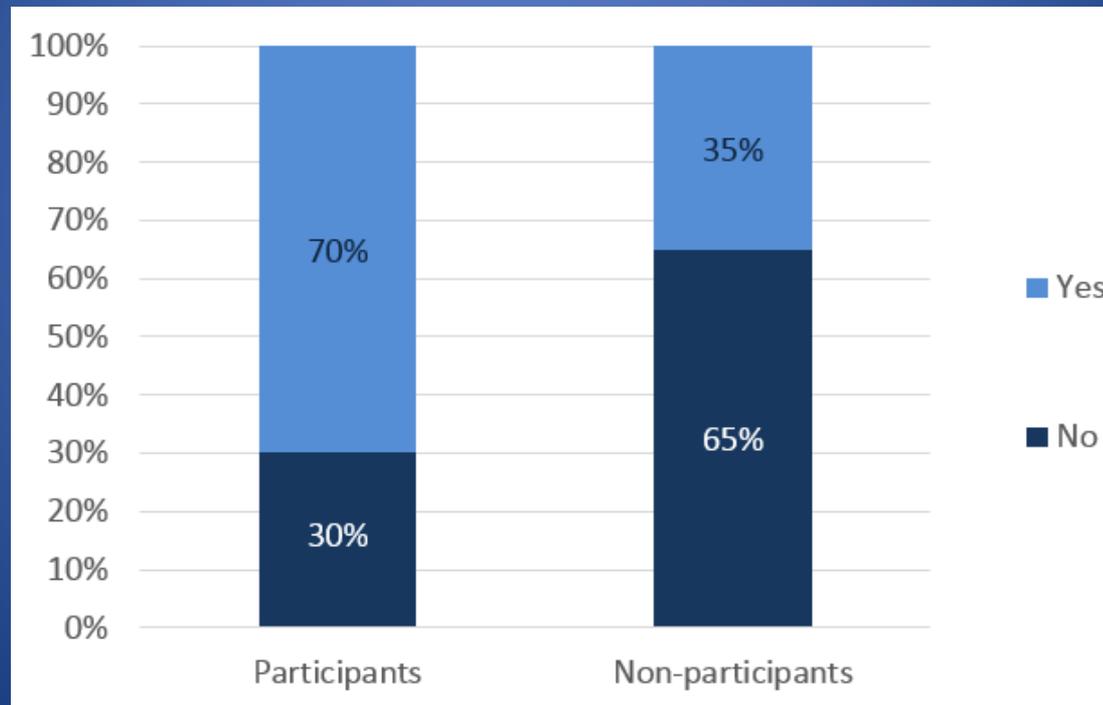


*Dentists could select more than one option

Dentist Survey Key Findings

Plan Participation

Acceptance of new Medicaid patients, DWP participants and non-participants*



*Statistically significant difference

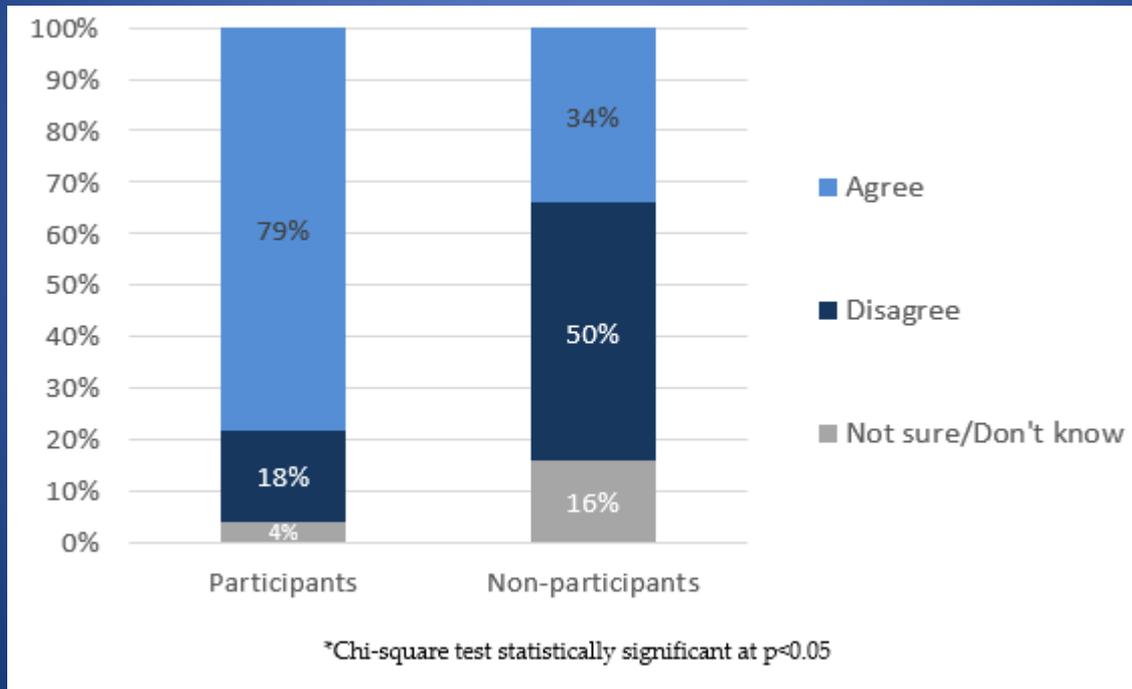
Dentist Survey Key Findings

Overall Attitude toward DWP (participants only)

- Overall attitude toward DWP
 - 10% very positive
 - 49% somewhat positive
- Overall satisfaction with DWP
 - 9% very satisfied
 - 54% satisfied
 - 31% dissatisfied
 - 5% very dissatisfied
- Would DWP participants recommend it to others:
 - 15% definitely
 - 45% probably yes

Dentist Survey Key Findings

Agreement with the statement 'without the DWP program, these low income patients would not be able to get adequate dental care'



Dentist Survey Key Findings

DWP Administration and Benefits

- Three administrative issues were rated as ‘major problems’ by the majority of DWP *participants*:
 - Intermittent eligibility (57%)
 - Limited services covered (56%)
 - Time spent on paperwork (53%)
- The three issues rated as ‘major problems’ by the most *non-participants* were:
 - Limited services covered (51%)
 - Reimbursement rate (49%)
 - Time spent on paperwork (45%)

Provider Survey Key Findings

Earned Benefits Model

- Majority of both groups felt the earned benefit approach makes it *difficult to provide comprehensive care*
 - 84% DWP participants
 - 70% non-participants
- Majority of both groups felt that earned benefits approach *prevents patients from getting the care they need*
 - 77% DWP participants
 - 64% non-participants

Provider Survey Key Findings

DWP Provider Network

- 68% of DWP participants said that referring to dental specialists was a ‘major problem’ (higher than any other administrative or patient-related issue)
- Most common specialists DWP participants had trouble referring to:
 - Endodontists (Root canals) (66%)
 - Oral surgeons (52%)

Provider Survey Key Findings

Comparisons with Medicaid

- Issue believed to be *better* in DWP compared to Medicaid by majority of DWP participants:
 - Reimbursement rate (66%)
- Issues believed to be the *same* in DWP compared to Medicaid by majority of DWP participants:
 - Administrative:
 - Slow payment
 - Difficulty of eligibility determination
 - Fear of government investigation
 - Patient-related:
 - Complexity of patient medical history
 - Complexity of patient dental treatment needs
 - Patient non-compliance with recommended treatment
 - Provider network:
 - Not enough general dentists in the area accepting patients with the plan
 - Ability to refer to dental specialists

Network Adequacy: Dentist Availability

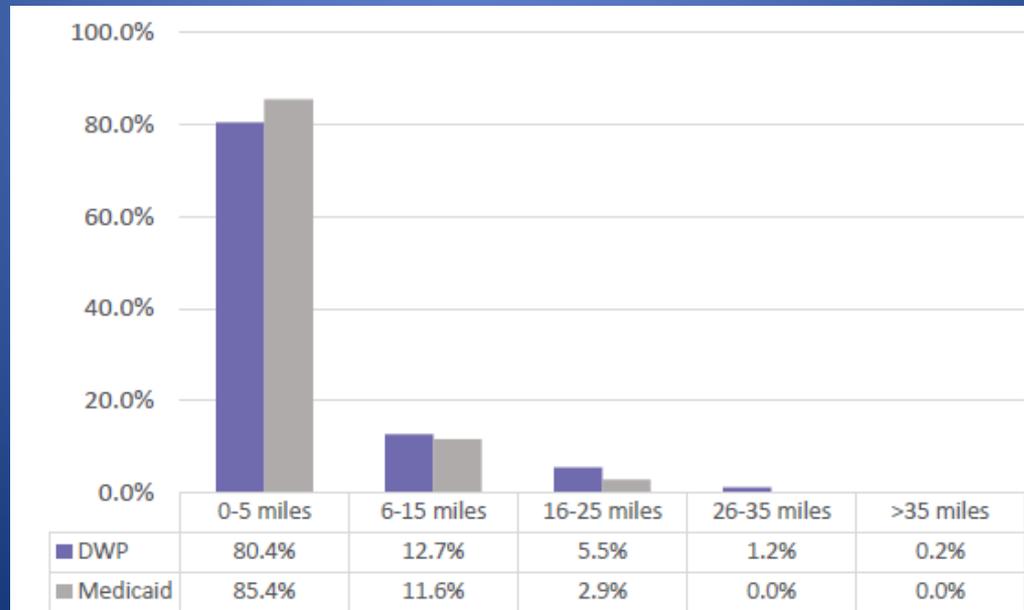
DWP providers: 646 dentists who accepted new patients as of January 2015

FMAP providers: 1,053 dentists submitted ≥ 1 claims Jan-June, 2014 on behalf of adults 19-64 years old

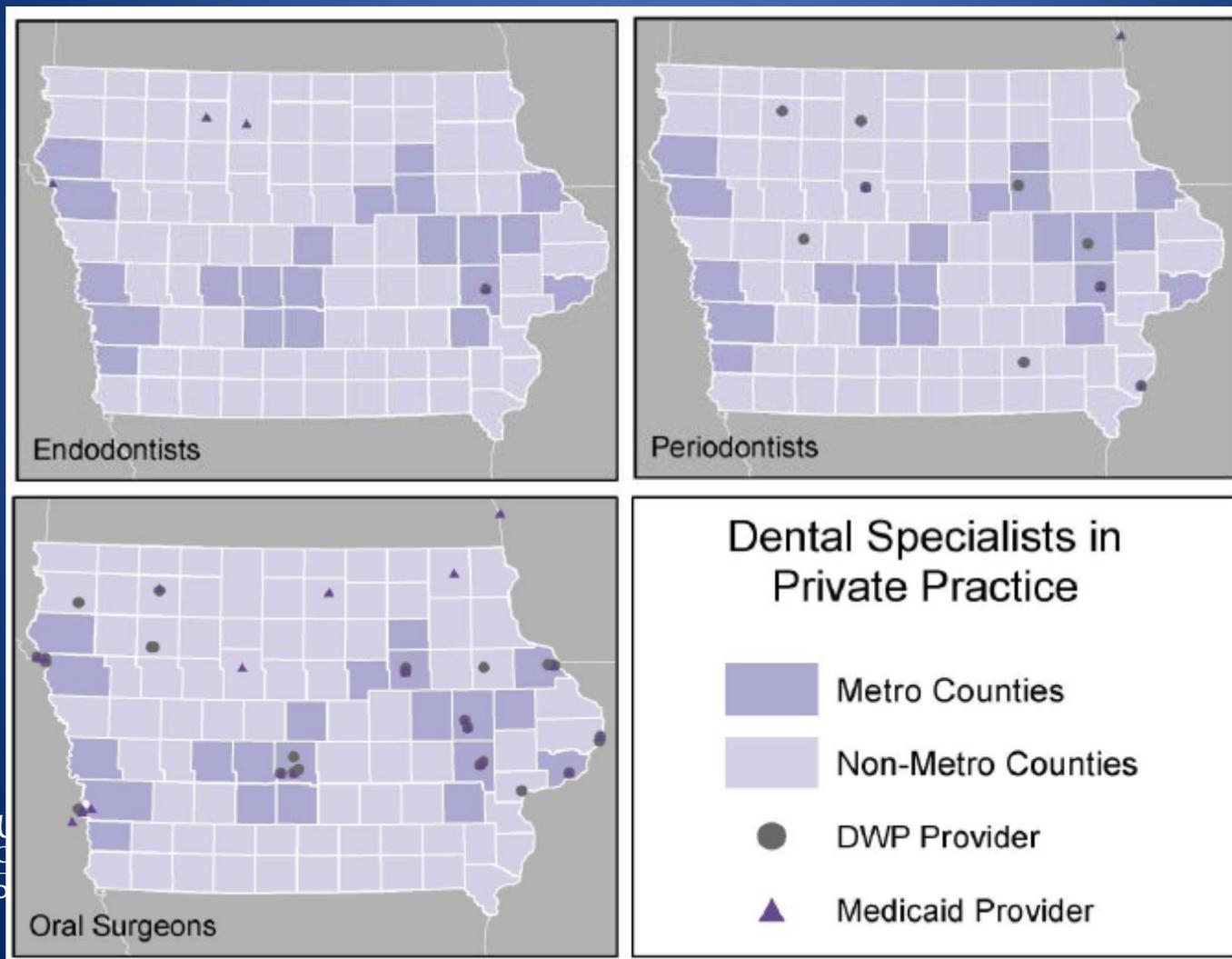
| | DWP | FMAP |
|--------------------|------------|--------------|
| | N (%) | N (%) |
| General Dentists | 549 (85.0) | 934 (88.9) |
| Endodontists | 6 (0.9) | 5 (0.5) |
| Oral Surgeons | 49 (7.6) | 68 (6.5) |
| Pediatric Dentists | 10 (1.5) | 21 (2.0) |
| Periodontists | 11 (1.7) | 9 (0.9) |
| Prosthodontists | 21 (3.3) | 16 (1.5) |
| Total | 646 | 1,053 |

Distance to the Nearest Dentist

- 80% of DWP members and 85% of FMAP members live within 5 miles of the nearest general dentist
- >25 miles indicates excess travel distance to dental services based on dental HPSA designation criteria



Locations of Dental Specialists



Summary

- DWP is providing access to care for a population with significant pent up demand for dental care and poor oral health status
- Consumer perspective overall similar to Medicaid
 - Similar rating of health plan-though care rated slightly better in DWP
 - ¼ to 1/3 having problems accessing dentists

Summary

- Dentists agreed that DWP is providing needed care to this population
- Reimbursement was considered better in DWP but majorities considered all other issues similar to Medicaid
- Fewer dentists were signed up with DWP than Medicaid however more data needed to determine impact of the smaller network
 - DWP dentists might now be seeing more patients
 - Will know better in next report with new data
 - Referrals difficult for Endodontists and Oral Surgeons

Summary

- Earned benefits model
 - Dentists thought it rewarded those who came back for check-ups
 - Interfered with their ability to provide comprehensive care
 - Majority of consumers did not understand it

Interim Final Report: New Content- March 2016

Outcomes evaluation:

1. Eligibility analysis – numbers of members with benefits by month
2. Claims analysis – members with dental visits, use of EDs for non-traumatic dental conditions

Network adequacy:

1. Claims analysis – number of dentists who submitted claims during year 1
2. Distance analysis – average travel distance among members with/without visits, year 1